



Statement of Work

Career Transition Assistance Program (CTAP) –Outplacement Services

ABOUT THE ORGANIZATION

U.S. Agency for International Development [USAID] is the principal U.S. agency providing long-range economic development and disaster assistance. USAID is an independent federal government agency that supports long-term and equitable economic growth and advances U.S. foreign policy objectives by supporting economic growth, agriculture and trade; global health; and democracy, conflict prevention and humanitarian assistance.

With headquarters in Washington, D.C., USAID's strength is its field offices around the world. We work in close partnership with private voluntary organizations, indigenous organizations, universities, American businesses, international agencies and other governments.

BACKGROUND

USAID India plans to close-out programs in three of its technical offices and to reduce current staffing levels over the next year due to severe budgetary cuts in its program portfolio. A reorganization and downsizing of the Mission is necessary and the required staffing reductions will take place in the forthcoming months as per the Mission's Reduction-in-Force (RIF) policy.

As an integral component of the RIF process, USAID India plans to establish a **Career Transition Assistance Program (CTAP)** or out-placement program, in addition to the normal severance benefits, that is designed to offer services and skills training to employees whose positions are being terminated as well as to remaining employees.

USAID India currently has 91 Locally Engaged Staff [LES] on board, with approximately 40% of the staff having service of less than 10 years and the remaining 60% having service between 10 to 30 years. The staff can be broadly categorized into three categories:

- junior-level support personnel – 9;
- middle-level secretarial, administrative and technical personnel – 39;
- senior-level managers/supervisors, technical, and administrative personnel –43.

SCOPE OF WORK

USAID India seeks the services of local Consultant Firms/Organizations/Institutes [hereafter, referred to as "Contractor"], having experience in the areas of providing out-placement services including but not limited to career counseling, interview and resume writing skills, and placement. Contractor will also be required to provide an effective outplacement program to provide assistance with resume writing, interview skills and place affected employees in

identified suitable jobs. The Mission expects this outplacement service to focus at approximately 15-20 affected employees. The program shall mainly include the activities outlined below; however, the Contractor may also recommend inclusion of other related topics/activities as relevant and necessary.

The program shall mainly focus on the following components, but not limited to:

A. Résumé development and interviewing skills:

- Translating and communicating USAID-specific competencies and best practices into competencies valued by local, regional, or international markets;
- Assisting employees in preparing résumés, application letters,
- Targeting résumés to specific job sectors, positions, and organizations.
- Assisting with job search techniques, such as interviewing and negotiating skills;

B. Outplacement services:

- Establishing direct contact with local employers such as private & public sectors, host government, international agencies, other diplomatic missions to advise them of the availability of displaced FSNs due to downsizing and closeout.
- Preparing a database of potential job placements duly analyzing the local job market to target best avenues for the USAID staff
- Critically evaluating employees knowledge, skills and abilities [KSA] to match with suitable job opportunities
- Actual placement of affected employees into identified jobs

Contractor is required to submit proposal to include all of the above-listed components, however, the cost proposal is to be submitted only for component A. As per prevalent local industry norms, only hiring companies pay professional recruitment fees to consultants and hence, the Mission does not expect any cost to be associated with the actual out-placement of employees.

The Deputy Executive Officer/Human Resource Specialist will collaborate with the selected contractor to schedule individual/group sessions with employees as required. The selected Contractor may also be required to coordinate and work closely with other contractors hired to deliver on other areas of the broader CTAP program.

DELIVERABLES:

1. Resume writing and interviewing skills: September 2007 onwards [actual time lines to be drawn later]
 - 2-3 large group sessions/workshops on Job Search skills training - interviewing and negotiating, résumé writing, cover letters targeting relevant sector/job; group size 35-40
 - 4-5 small work groups sessions; group size not to exceed 20 people on interview technique training, resume preparation, critical evaluation of employee skills, interests, strengths, and vulnerabilities
 - No. of actual resumes prepared and modified for identified placement opportunities
2. Placement in suitable jobs
 - Identify potential job opportunities on an ongoing basis
 - No. of private and public sector employers, international agencies, diplomatic mission and host country government departments directly contacted to out-place USAID employees
 - No. of employees placed in actual jobs
3. Contractor will make available a final outline of the agenda for review 10 days prior to implementation of the sessions, to allow for discussions and feedback. Contractor should also make provisions to review and revise proposal based on feedback received.
4. Contactor is required to submit a written report on the status of completed activities to date, and their potential impact on the completion of the program within 30 days of commencement of each component of the broader program. Notwithstanding the agreed reporting schedule, the Contractor shall provide feedback and update USAID management on issues that impact on the program as required during the contract period.
5. Within 30 days following termination of contract, the Contractor is required to submit a final report fulfilling the terms and conditions of the contract, prior to receipt of full & final payment.

PERIOD OF PERFORMANCE

The period of performance shall be for eleven months starting o/a September 1, 2007 and expected to be completed by July 31, 2008. Exact date of the sessions shall be worked out with the selected contractor to ensure maximum participation by the staff. Affected employees are

expected to leave the mission at different phases and the timing for delivery of many services may be re-arranged accordingly.

TECHNICAL DIRECTIONS

The contractor shall receive technical directions from the USAID India Executive Officer and Deputy Executive Officer and/or designee, with guidance from the Mission Director, Deputy Mission Director and the Employees Working Group regarding the program.

LOGISTICAL ARRANGEMENTS

The USAID Mission in India will provide appropriate office and meeting space as required.

EVALUATION CRITERIA

The following criteria serve as the standard against which all proposals will be evaluated, and serve to identify the significant matters which the Contractors should address in their proposal:

Quality and Experience of Key Personnel:

Proposed key personnel shall demonstrate: technical and personal qualifications, professional competence, previous experience and proven track record in successfully implementing career transition exercises of a similar nature in the Indian context; and skills/qualification/experience in counseling.

Proposals should contain details of past performance with a list of organizations served in the past two years with full contact details: name, email and phone no. of contact person.

Technical Approach:

Innovativeness, pragmatism, and creativity in the overall approach and methodology to attain deliverables within the appropriate time frame. Ability to formulate and deliver a program, based on the needs of USAID/India as outlined in the Scope of Work. Attention to cost effectiveness and overall cost control. Proposals will be evaluated based on whether the proposed costs are reasonable, allocable, and allowable, and whether the fee structure and cost containment measures will lead to the performance objective contained in the Scope of Work.

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